

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

DRIVER LICENSE SUPERVISOR 1

DEFINITION

Acts as a first-line supervisor in a field driver's license examining center; performs related duties as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Supervises and evaluates the work of a subordinate staff, effectively recommends personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments, and administers personnel and related procedures. Establishes schedules and hours of service for driver's license stations.

Reviews and analyzes productivity reports and assesses problem areas. Reviews current practices with subordinates and develops plans for improving work processes.

Conducts informal settlement hearings with persons whose driver's license/registration has been suspended, revoked, cancelled or denied.

Schedules and conducts in-person remedial driver improvement counseling with young drivers and their parents/guardians for the purpose of reviewing accidents or convictions to determine what sanctions will be placed on the young driver.

Monitors and evaluates driver education programs and community college driver improvement courses by reviewing curriculum to ensure legislative requirements are met.

Makes safety presentations to outside groups such as driver education classes, civic or service organizations to help reduce accidents, injuries and fatalities.

Responds to written or telephone inquiries from the media, the general public, state agencies, legislators and law enforcement agencies regarding driver's license laws, rules, policies and procedures.

Reviews daily error rates to ensure quality and productivity are maintained.

Reviews station operation reports to ensure that daily deposits account for any overages or shortages of moneys collected daily. Reviews daily error rates to maintain productivity.

Reviews customer satisfaction survey cards. Completes complaint investigations. Reviews proper procedures with staff in order to alleviate problem areas.

COMPETENCIES REQUIRED

Knowledge of Iowa and federal motor vehicle laws regarding license application, eligibility, examination, restrictions, withdrawals, appeal procedures, etc., and Department of Transportation rules and procedures regarding license application, eligibility, examination, restrictions, withdrawals, appeal procedures, etc.

Knowledge of the principles and practices of supervisory methods, including selection, termination, training, conducting employee performance evaluations, administering collective bargaining contracts and other functions of a supervisor.

Knowledge of agency policies and procedures relating to personnel, budget development and maintenance of resources including supplies, facilities and equipment.

Knowledge of appropriate methods for safely operating motor vehicles such as automobiles, trucks, motorcycles, etc., and Department of Transportation regulations pertaining to vehicle safety.

Knowledge of laws and procedures defining the role of counties in issuing driver licenses.

Knowledge of occupational safety regulations and procedures for equipment used.

Ability to communicate clearly and concisely in spoken and written English.

Managing Human Resources - Plans, distributes, coordinates, and monitors work assignments of others; evaluates work performance and provides feedback to others on their performance; ensures that staff are appropriately selected, utilized, and developed, and that they are treated in a fair and equitable manner.

Ability to maintain moderately complex records and complete forms relating to driver's licensing.

Ability to possess and maintain a valid driver's license.

Ability to make independent judgments and decisions when guidelines and procedures are not available and to remain calm under pressure or in a crisis situation.

Ability to determine training needs and provide orientation and training for subordinate staff.

Ability to perform the essential functions of the specific position as documented on the Position Description Questionnaire.

Leveraging Diversity - Recruits, develops, and retains a diverse high quality workforce in an equitable manner. Leads and manages an inclusive workplace that maximizes the talents of each person to achieve sound business results. Respects, understands, values and seeks out individual differences to achieve the vision and mission of the organization. Develops and uses measures and rewards to hold self and others accountable for achieving results that embody the principles of diversity.

Displays high standards of ethical conduct. Exhibits honesty and integrity.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from high school or a GED and the equivalent of four years of full time work experience in general office administrative or specialized technical support work, one year of which shall be in the regulation or issuance of driver licenses or in law enforcement as a peace officer;

OR

an equivalent combination of education and experience substituting the completion of one year of post high school course work in one of the above areas for each year of the required experience to a maximum substitution of three years.

Effective Date: 5/03 JG